

## NASA SHARED SERVICES CENTER

# **External Awards (5.1.3) Service Delivery Guide (3.2.1.5)**

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**Approved by**

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Date

# Document History Log

| Status<br>(Basic/Revision<br>Cancelled) | Document<br>Version | Effective<br>Date | Description of Change |
|---|---------------------|-------------------|-----------------------|
| Basic                                   |                     |                   | Basic Release         |
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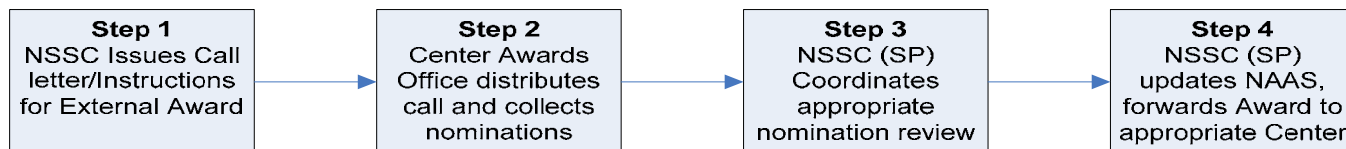
# External Awards

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## Introduction

The NASA Shared Services Center (NSSC) is responsible for providing administrative support for NASA's External Awards. This covers only those external awards that are available to NASA employees. NSSC (SP) is responsible for reviewing Award Sponsor's websites, notifying Centers/HQ quarterly of upcoming External Award due dates, reviewing nomination packages for compliance with award criteria, and updating the NASA Automated Awards System (NAAS).

## Process – Overview of External Awards



## Roles & Responsibilities

| Roles and Responsibilities  | Action  | Tips   |
|---|---|--|
| <p>Step 1</p> <p><b>OHCM<br/>NSSC (SP)</b></p> <p>Call for External Award Nominations</p> | <p>The Office of Human Capital Management (OHCM) sends email notification to NSSC (SP) of new calls or requests for External Award nominations. NSSC (SP) visits the Award Sponsor's website for award criteria, definition, and nomination form.</p> <p>Using the information on the Award Sponsor's website, the NSSC verifies that the information about the award listed on the NASA People website is consistent with Sponsor requirements.</p> <p>Send quarterly email to Center/Headquarters (HQ) Awards Officers informing them of nomination calls and due dates for External Awards. Follow up with monthly reminder of deadlines for nomination submissions.</p> <p><b>Output:</b> Centers notified of call for nominations.</p> | <p>Verify award criteria, check accuracy of award information on NASA People website, send email regarding nomination call to Center/HQ Award Officers.</p> <p>If the award information on the NASA People website is incorrect, NSSC (SP) will send an email to inform the webmaster.</p> |
| <p>Step 2</p> <p><b>Center/HQ HR<br/>Offices<br/>Center Director</b></p>                  | <p>The Center/HQ Human Resources (HR) Office reminds Center Organization/Departments of deadlines and receives nomination packages. The packages are then</p>   | <p>If the package is not in compliance with the Sponsors criteria, the Center/HQ Awards Office returns it to the</p>   |

| Roles and Responsibilities   | Action  | Tips   |
|--|---|--|
| <p>Notifies Center Organizations/ Departments of nominations deadlines.</p> <p>Receives and reviews nomination packages.</p> <p>Draft approval letter for Center Director's signature.</p> | <p>reviewed for compliance with Sponsor criteria and if met, the approval letter is drafted for the Center Director's signature.</p> <p>The Center Director signs the approved package and returns to the Center/HQ HR Office. Package is then sent to the Award Sponsor and NSSC (SP) is emailed a courtesy copy if the award is in Category 3 only.</p> <p><b>Output:</b> Nominations package submitted to Award Sponsor.</p>   | <p>Organization/Department for corrections.</p> <p>Category 3 external award refers to an External Award without limit to the number of Agency nominees, and the nominations themselves are delegated to the Center Directors and Heads of HQ.</p> |
| <p>Step 3</p> <p><b>Associate Administrator OHCM Center/HQ NSSC (SP)</b></p> <p>Package approval and return to NSSC (SP) for transmittal.</p>  | <p>For Category 1 awards the NSSC (SP) prepares an approval package and routes it through OHCM for the Administrator's signature. The Administrator signs the package and OHCM returns it to the NSSC (SP) for submission to the Awards Sponsor prior to the deadline. The Sponsor then notifies the NSSC (SP), who notifies the recipients Center and updates NAAS as necessary.</p> <p>Category 2 award packages are prepared by the NSSC (SP), routed through OHCM for approval and signature, and OHCM transmits the package to the Award Sponsor. NSSC (SP) is notified of submission and informs the nominees Center, and Awards Sponsor notifies NSSC (SP) of selections. NSSC (SP) updates NAAS and notifies Center with selections.</p> <p>Category 3 nomination packages are prepared by NSSC (SP) and sent to Center/HQ for approval and</p> |  |

| Roles and Responsibilities  | Action   | Tips |
|---|--|------|
|   | signature. Center/HQ signs and transmits package to Awards Sponsor and informs NSSC (SP) of transmittal. Once Center/HQ is notified of selections, NSSC is advised and updates NAAS.<br><br><b>Output:</b> Approved and Submitted Awards Package   |      |
| <p>Step 4</p> <p><b>NSSC HR (SP)<br/>Center Awards Office</b></p> <p>Update NAAS and forward Award for presentation</p> | <p>NSSC (SP) should be notified by the award sponsor of any NASA winners. In the event that the announcement is sent directly to the appropriate Center, Center Awards Offices need to inform NSSC (SP) to ensure NAAS is updated to reflect the appropriate award.</p> <p>NSSC (SP) forwards award materials to appropriate center for presentation.</p> <p><b>Output:</b> Award Presentation</p> |      |

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## Metrics

| <i>Initiating Office/Entity</i> | <i>Deliverable (Output)</i>                            | <i>Receiving Office/Entity</i> | <i>Metric</i>                        |
|---------------------------------|--|--------------------------------|--------------------------------------|
| NSSC (SP)                       | Update awards database                                 | NAAS                           | Update NAAS for winning nominations. |
| NSSC (SP)                       | Deliver all Awards Medals, Plaques, and other mementos | Centers/HQ                     | Prior to the Awards Ceremony.        |

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## Privacy Data

All participants involved must ensure protection of all data covered by the Privacy Act.

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**System Components**

Existing Systems

None Identified

| IT System Title | IT System Description | Access Requirements | IT System Interfaces |
|-----------------|-----------------------|---------------------|----------------------|
| N/A             |                       |                     |                      |

New Systems

| Generic System Title | Business Requirements for System       | Access Requirements                                | IT System Interfaces  |
|----------------------|--|--|---|
| NAAS                 | Awards nomination and tracking system. | WebTADS Account is used to validate access to NAAS | NAAS interfaces with FPPS to process monetary awards and to update civilian personnel roster. |



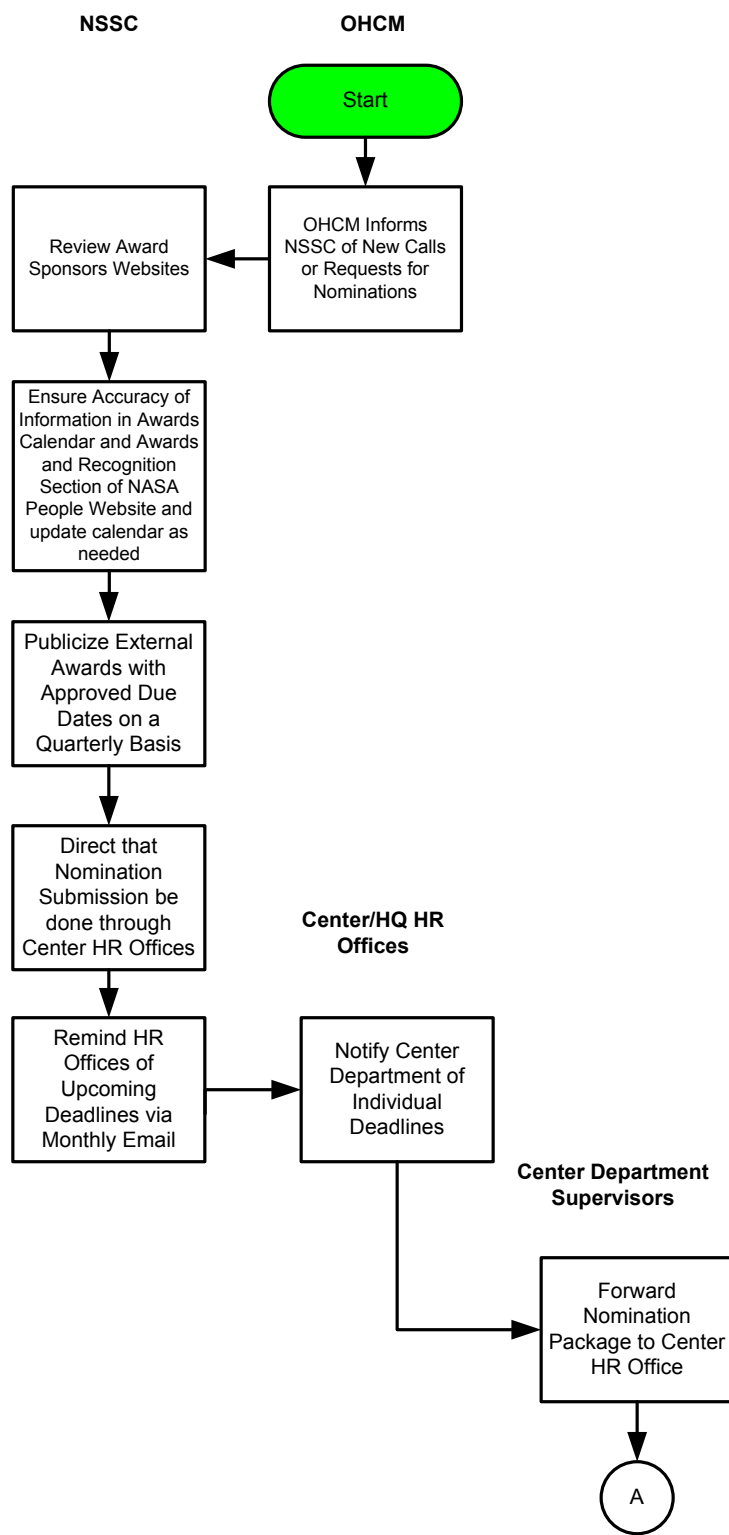
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## Contact Center Strategy

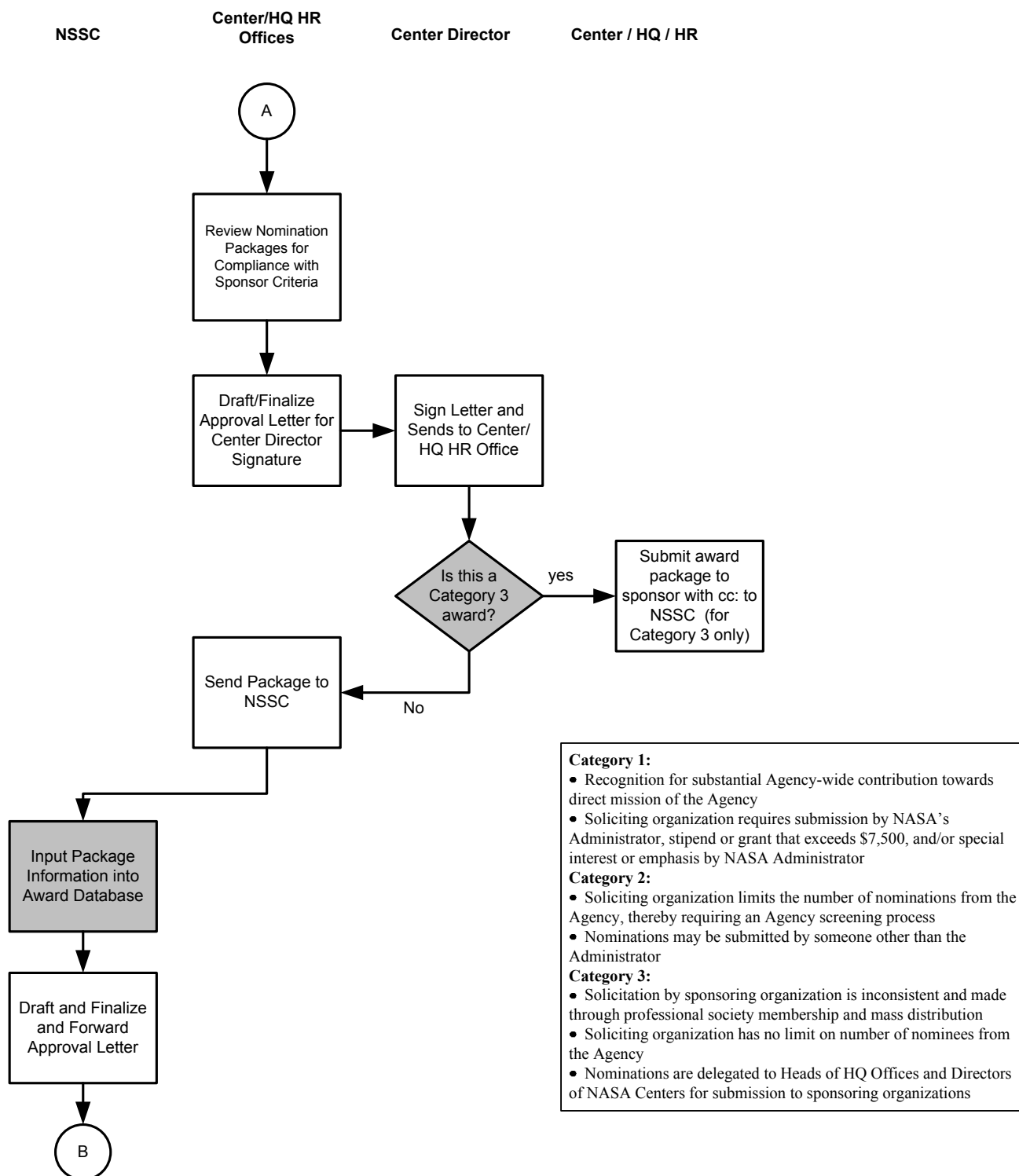
Each activity requires a clearly defined contact center strategy which answers the question "Who will answer the call and handle the request" and defines the escalation parameters for the activity. Because of the varied nature of the NSSC's activities and volume of transactions, each activity has a unique contact center strategy. Refer to the NASA Shared Service Center Customer Contact Center Service Delivery Guide (3.5.1) for the contact center strategy concerning this activity.

**Appendix – Process Flow Diagram**

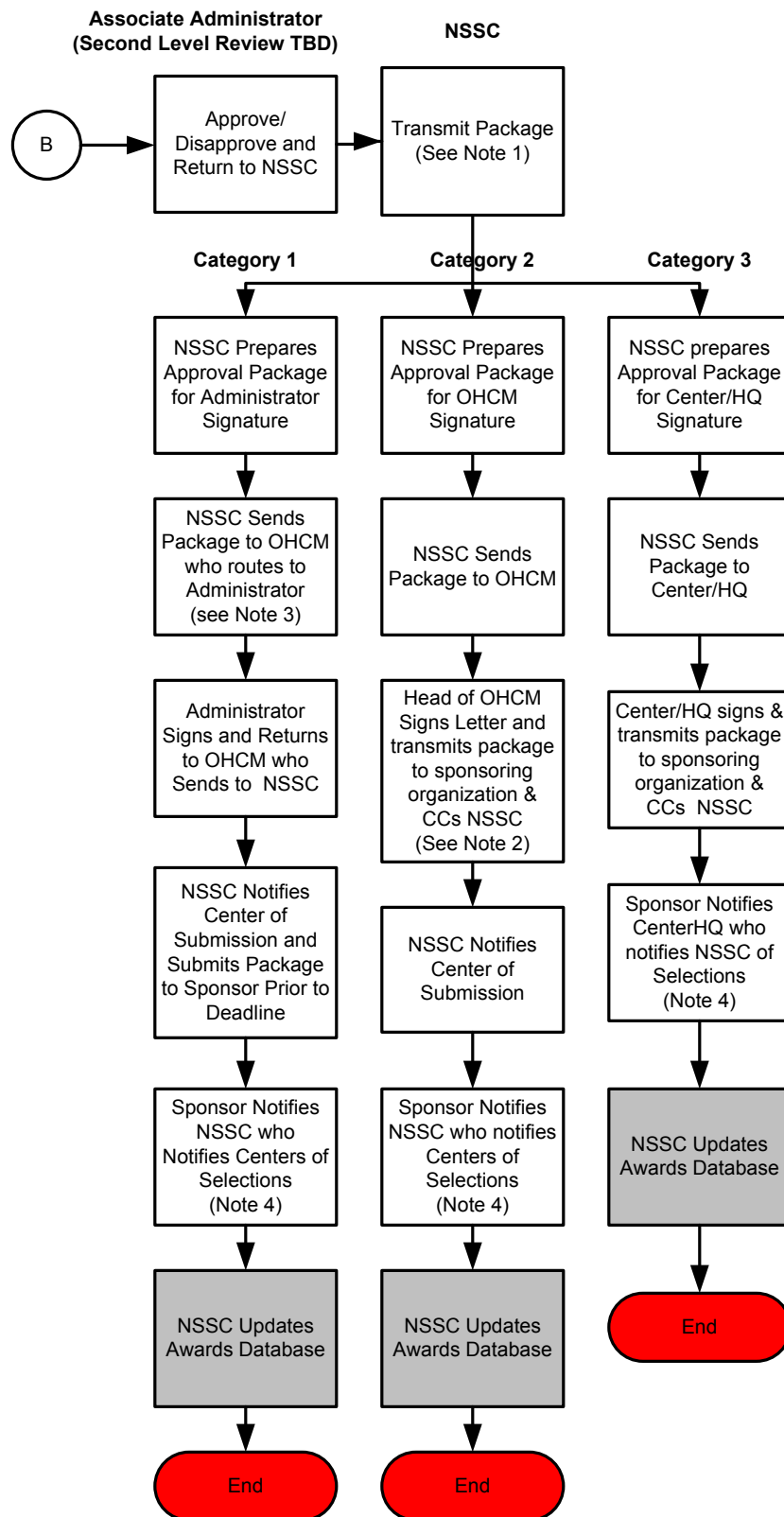
## External Awards



## External Awards (Continued)



## External Awards (Continued)

**Note 1:**

- Transmit in accordance with procedures in one of three categories

**Note 2:**

- This Signatory Authority will potentially be transferred to NSSC
- If Sponsoring Organization Notifies NSSC, then NSSC notifies Center and Updates Database

**Note 3:**

IAB makes recommendation when multiple submissions are received for award limited to one submission

**Note 4:**

- If Center notified of selection, Center must notify NSSC
- If Administrator notified of selection, CIC will notify NSSC
- NSSC will follow up with sponsor if NASA not informed of action on nominee